



STATE OF CONNECTICUT
Criminal Justice Information System (CJIS) Governing Board
55 Farmington Avenue, Hartford, CT 06105
Phone: (860) 622-2000 Email: CJIS.HelpDesk@ct.gov
<https://portal.ct.gov/CJIS>

CJIS Governing Board Meeting
July 25, 2019@ 1:30 pm
Superior Court Operations Unit, 225 Spring Street, Wethersfield, CT 06109

CJIS Governing Board Members and Designees in Attendance:

Marc Pelka, Under Secretary, Governor's Appointee and Co-Chairperson, Office of Policy and Management (Designee); Kevin Kane, Esq., Chief State's Attorney; John Russotto, Esq., Deputy Chief State's Attorney (Designee); Chief Don Melanson, Connecticut Police Chiefs' Association (Designee); Cheryl Cepelak, Deputy Commissioner, Department of Correction (Designee); Sibongile Magubane, Commissioner, Department of Motor Vehicles; Cindy Zuerblis, Division Manager, Department of Motor Vehicles (Designee); John Day, Esq., Deputy Chief Public Defender, Division of Public Defender Services (Designee); Natasha Pierre, Esq., State Victim Advocate; Carlton Giles, Chairperson, Board of Pardons and Paroles; Hakima Bey-Coon, Victims Advocate; Office of the Victims Advocate

Other Attendees:

Maureen Klinkert (JUD), Anthony Leone (JUD), Diana Varese (JUD), Cynthia Isales (DESPP), Darryl Hayes (DESPP), Theron A. "Terry" Schnure, Kyle Baudoin (OPM), Ivan Kuzyk (OPM), Kendall Bobula (OPM), Matthew LaFayette (OPM), Cynthia Theran (JUD), Larry D'Orsi (JUD)

CJIS Staff and Contractors in Attendance:

Humayun Beg, Executive Director (CJIS), Mark Tezaris (CJIS), Christopher Lovell (CJIS), Sean Bucher (CJIS), Henry Lindgren (CJIS), Sarah Kaufman (CJIS), Tanya Stauffer (AIC), Todd Priest (Comagine Health)

I. Welcome

- CJIS Executive Director Humayun Beg called the meeting to order at 1:35 PM stating that a quorum of members had been achieved.
- Governing Board Co-Chair Marc Pelka thanked everyone for attending a meeting in mid-summer. He announced that three employees from the Office of Policy and Management (OPM) were attending the meeting.
- Co-Chair Pelka said the past week had been an exciting and busy week for CJIS employees conducting presentations for Chief James Rovella and staff from the Department of Emergency Services and Public Protection (DESPP) and for OPM Secretary Melissa McCaw. He praised CJIS staff for their hard work and the quality of the presentations. He said Secretary McCaw sees the value of the Connecticut Information Sharing System (CISS) and the need to get the system deployed to agencies and law enforcement.

II. Approval of Minutes

- Co-Chair Pelka asked for and received approval of the minutes from the April 25, 2019, CJIS Governing Board Meeting.
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III. CISS Project Update

- Overview

- CJIS Executive Director Humayun Beg said a lot of progress has been made on CISS development and the project is nearing the end of Phase 1. He said development will be completed in August and the rollout to users should start in September.
- Director Beg said CJIS staff have been working with the Division of Criminal Justice (DCJ) and the Judicial Branch (JUD) to map how their systems will connect to CISS. CJIS staff have also been working with local police departments and the State Police to connect them to CISS and bring in early arrest information. With at least 93 law enforcement agencies throughout the state, he said the process of getting them connected is a time-consuming task that will take a while to complete.
- In order to keep the project moving and get all stakeholders connected to CISS, Executive Director Beg said CJIS needs the requested \$8.9 million in bond funds. At that time, the legislature has not voted to approve bond funding for CJIS or many other state projects.
- As part of moving to an operational mode, CJIS signed a contract with Analysis International Corporation (AIC) for ongoing operation and maintenance of CISS.
- Director Beg said CJIS will be looking to the Governing Board and Governance Committee to help spread the word about CISS and identify potential users to bring more law enforcement and agency users on board.
- CJIS received a request for non-law enforcement State Marshals to have access to CISS to DMV information. CJIS has projected they can provide the marshals with the limited access they need by February, although possibly sooner after new information is assessed.
- Co-Chair Pelka said he was thinking about the rollout of CISS and its capabilities in terms of law enforcement receiving information to help detectives and how the search capabilities can help other agencies. He said he reached out to Department of Corrections (DOC) Deputy Commissioner Cheryl Cepelak who expressed interest in reconnecting with CJIS to see how the search capability could be broadened through credentialing and training of other members of DOC staff. There could be uses that would help with inmate intake and re-entry processes and DOC is interested in having CJIS staff come to DOC and look into it.
- Co-Chair Pelka said he would encourage other criminal justice agencies and members to reach out to CJIS about training and outreach. He said having agencies ask CJIS how CISS can help improve agency efficiencies would build interest and help achieve the goal of bringing more users into CISS.
- Executive Director Beg said an advantage of bringing all the information together is that it provides a source of data that legislators can use for decision-making. The recently passed Senate Bill 880 calls for the collection and reporting of information to study prosecutor fairness. CJIS staff are meeting with employees from DCJ, Court Operations, and the Office of Policy and Management to identify what information needs to be collected and analyzed.
- Executive Director Beg said CISS information also has been requested by the Connecticut Sentencing Commission. CISS as a centralized source of information is proving to be an important tool for many agencies and commissions.

- The centralization of information also make it necessary to standardize documents and forms of reporting information, Executive Director Beg said. One of the examples is using one version of the statute tables. Another is that many police departments have their own arrest processes and forms, but to make the information in CISS meaningful and searchable, standardization of forms is an important issue.
- Executive Director Beg said he listed this matter under Governance because he believes the Governing Board needs to be informed and active in the governance of CJIS as the project moves forward and new issues and requirements arise.
- Department of Emergency Services and Public Protection (DESPP) Director of Legal Affairs Cynthia Isales said she was reviewing the statutes and did not see State Marshals listed as law enforcement, which would allow them to have access to CISS.
- Executive Director Beg said DMV statutes require the agency to provide information to State Marshals so they can do their jobs. In working with DMV and the Department of Administrative Services (DAS), CJIS proposed a solution that gives the marshals access only to specific DMV information in CISS.
- Isales asked if this is a decision that would be made by the Governing Board or Governance Committee.
- Executive Director said this is a matter normally brought up at the Governance Committee level and the committee would have the authority to approve or disapprove the request. The marshals would then have to complete CJIS security protocols and would have very limited access.
- Executive Director Beg said requests like this are one of the reasons the Governance Committee meets every month.
- DMV Commissioner Sibongile Magubane said the marshals used to be able to get this information through DAS. The person responsible for that function retired and the position is not being refilled. She said giving the marshals very limited access through CISS was the most logical solution to the problem.
- Executive Director Beg said about 1,900 users are in the process of gaining access to the system. CISS has 500 authorized users and about 100 users actively use the system on a monthly basis.
- Judicial workflow is functioning, Executive Director Beg said and CJIS is in the process of helping DCJ develop its workflows. CJIS is also working with several police department to access the system.
- Executive Director Beg said funding continues to be a major risk to fully deploying CISS to all potential users.
- DESPP's Darryl Hayes said while much talk is made out the number of people using CISS, what isn't known as much is who are the users and what quantitative data can tell stakeholders about how the system is being used.
- Executive Direction said the presentation does include a slide that divides CISS users into user groups, and which agency they belong to.
- Hayes said it's beneficial to know if CISS has 13,000 users who say they don't want the system, but also has 1,000 users who say they must have access to the system.

- Executive Director Beg said CJIS focus right now is rolling the system out to GA 9 and learning from that process and from the existing test users who currently access the system. Efforts are being coordinated to that all of the system's users are people who have a real need for CISS. At the Board of Pardons and Paroles, CISS has become integral to workers' processes.
 - As far as 13,000 users is concerned, Executive Director Beg said about 8,000 of those users are sworn law enforcement. While officers at smaller police departments are the users, at the larger departments it tends to be the dispatchers who are using CISS and providing information to officer in the field.
 - Assistant State's Attorney John Russotto said prosecutors will be doing a lot of work in DCJ's case management system, but the information will be coming to the system through CISS. It will be important to quantify that aspect of CISS use since prosecutors will not be active in CISS, but will be using CISS information.
 - Executive Director Beg said the CISS workflow component is something that happens in the background separate from search that DCJ and Judicial staff, as well as a majority of users, will benefit from. CISS is the system that makes workflow possible.
 - CJIS Senior Project Manager Christopher Lovell said workflow also is an important component for police departments. Dispositions from judicial will be sent through CISS to police departments via workflow. When trying to quantify the benefits of CISS, the workflows are a significant benefit.
 - Co-Chair Pelka said those benefitting from workflows will be CISS users and the information should be quantified. The quality of the integration of the search and workflow into an agency's operations is important.
 - Co-Chair Pelka said he has seen information about how CISS is being used at different agencies and that would be part of the qualitative benefits of CISS. He said he is curious about "Who are the staff in the agencies using CISS and what is the unmet potential of the system."
- **Release Status**
 - Lovell said the good news is that CISS is on the verge of completion from search perspective. All of the source systems that comprise Releases 5 & 9 have been ready from the production standpoint for a few weeks. However, it was decided that MultiVue should be completed before the final releases were deployed.
 - Lovell said MultiVue is what integrates search information into the "golden record" that produces all applicable associations to a person, place, or other search topic.
 - Lovell said the project had a setback in early June where one of the indexes had to be re-crawled. This took about three weeks.
 - The project is now in regression testing with everything on track to move into production in mid-August.
 - Lovell said that when Releases 5 & 9 are loaded into production, CISS search will be down for those few days. CJIS makes plans to do the production load over a weekend to limit search users down-time and any impact on users. However, early arrest reports can still be sent during this time.

- The MultiVue will be loaded after Releases 5 & 9, Lovell said. And while the schedule gives MultiVue four weeks to complete, he expects it will take less time. This means all the components for Phase 1 search could be completed by mid-September.
- Lovell thanked CJIS vendor Analysis International Corporation for the timely manner in which it has resolved defects on the project helping move it forward. Projects like this don't get done without a good partnership with the vendor.
- **GA 9 Deployment**
 - Lovell said a great partnership has developed between DCJ, Judicial, and CJIS staff to bring all the participants in GA 9 in Middletown on board with CISS. The groups meet weekly to identify all of the steps in the process, which includes a lot of integration points.
 - Lovell said DCJ is undertaking a lot of work in this process. In addition to taking CISS information into its case management system, it also is in the process of developing its case management system. It's a large and complex project for DCJ and CJIS is assisting as much as possible.
 - Judicial also plays a large role in this phase of the project, Lovell said. One piece that is left to be built is interaction between Judicial's staging area and bringing the information into CISS.
 - Lovell said a meeting with record management system (RMS) vendor Accucom took place where requirements for level 2 were discussed. Level 2 will bring the full police arrest package into CISS to transmit to DCJ.
 - RMS vendor NexGen is in the process of developing its Level 2 code and expects to have it completed by the first week of October.
 - Lovell said DCJ's development of its content management system is moving forward. The system is expected to be ready by the first week of November.
 - A kickoff for CISS rollout to GA 9 is scheduled with all the principal players next week in Middletown. Meeting with the State Police will take place the following week.
 - Those involved in bringing GA 9 online believe deployment and integration of systems will be complete the second week of December. This means DCJ's case management system will be completed and both DCJ and Judicial will be connected to CISS and able to receive information and make use of workflows. Lovell said the December dates have been agreed to by all involved.
 - Executive Director Beg said that once CISS and GA 9 go live, this will mean a significant change in the business processes of both Judicial and DCJ. The entities will be transitioning for a totally paper process to an electronic process. Since Judicial is further along in its process, it is already looking at how the changes will impact operations and what training will be needed for staff.
 - CJIS staff will provide any assistance necessary to help Judicial and DCJ planning for the transition, Executive Director Beg said.
 - Lovell said that as far as bringing police departments full into the process, Clinton is being considered as the first one to be integrated. The department is already technologically advanced and has its own dedicated IT staff.
 - Connecting Clinton to CISS and transmitting documents to DCJ and Judicial will be a very hands-on process, Lovell said. CJIS staff will be on location, along with the RMS vendor, while also working hand-in-hand with prosecutors and judicial staff.

- Lovell said the group anticipates having Clinton run for at least a week in full functionality sending early arrest information and uniform arrest reports, while also receiving any dispositions or other information from DCJ or Judicial. Once that process is running smoothly, work will move to Troop F.
- Following the completion of integrating GA 9 with CISS, Lovell said he will conduct a review of what went right and what went wrong so that best practices can be implemented going forward with the remainder of the GAs.
- As soon as RMS vendor NexGen's software to transmit full arrest packages can be proven, Lovell said there is no reason the rest of the state's court districts cannot be turned on in quick succession.
- Hayes asked if the process would have both paper and electronic documents being used at the same time.
- Lovell said that would be the case with Clinton during the test period until it is confirmed that the system is working properly. The users in Judicial and DCJ will determine when delivering paper copies is no longer necessary.
- State Police's process is different from municipal police. Lovell said, so it would also use both paper and electronic until it is determined the paper is no longer necessary.
- Russotto said that even with electronic files coming into the court and prosecutor's office, DCJ will need to operate under a dual system. Paper will still need to be brought into the courtroom and notations later entered into the case management system. He said DCJ doesn't anticipate having laptops or tablets to use in the courtroom, "at least not at this time."
- Judicial's Larry D'Orsi said it will be the same way for court employees. The files will be electronic but printed for use in the courtroom.
- Lovell said CISS and the electronic case management systems are creating the foundations for the use of technology in the future.
- Russotto said while DCJ has spent a lot of time analyzing the impact the workflows will have, it needs to be documented during the process so that when gaps are found, they can be taken into account when rolling out CISS to other court districts.
- Executive Director Beg said the process will involve developing new standard operating procedures.
- Lovell said that CJIS employee Tammi Harris is one of the best people he knows at breaking down the process and identifying gaps when bringing on new systems.
- **CISS Phase 1 and CISS Phase 2**
 - Lovell said requirements and design and the building of the CISS infrastructure is completed. The code is built and 95% of testing is complete. All CISS components will be in production by the end of September.
 - CJIS is wrapping up its test system with a small set of users. Approximately 100 regular initial users are conducting searches in the system.
 - CJIS Senior Project Manager Sean Bucher said CJIS projects to potentially have 13,000 users statewide, requiring contacts with 120 agencies. Of those, 93 are police departments.

- Bucher said the goal is deploying CISS to all of these users by the end of 2021.
 - This includes workflows in the court systems, as well as the work in each agency to connect, train, and bring users into CISS.
 - In order to reach this goal, Bucher said CJIS needs staff to be in the field working directly with each agency connecting to CISS. Currently staffing levels do not provide enough people to complete this work so funding is needed to hire more staff.
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- **CISS Search Rollout**
 - Bucher said NexGen completed Level 1 programming for Farmington Police Department and is nearing 100% success in the transmission of early arrest information to CISS. Wethersfield is now online with Trumbull soon to follow.
 - Bucher said agency police department preparation is crucial to the process. Each police department has a CJIS router to connect to CISS, but work needs to be completed to securely connect the department's network to the router. A standard has been developed using the Sonic Wall device to connect departments to the routers and a growing number of police departments are adopting that standard.
 - Russotto asked if this connection only gives police departments access to the search aspects of CISS.
 - Bucher said it is both search and the ability to send the early arrest paperwork through the RMS vendors. When Level 2 programming is completed and the judicial geographic areas (GAs) are connected to CISS, it will enable police departments to send the full arrest paperwork as well.
 - Russotto said he asked because not all police departments have NexGen and even when the GAs are connected to CISS, there will still be some police departments that won't be able to send arrest paperwork through CISS. Some manual delivery will continue to be necessary.
 - Bucher and Executive Director Beg said this is why Bucher and his group are trying to stay ahead of the GAs connecting to CISS. This is why CJIS employees are working in the field directly with police departments to help them through the process of connecting and training and acclimating to the system.
 - Russotto said he is noting that some manual process will need to be maintained for a while.
 - Executive Director Beg said will be true for the small number of police departments that do not have RMS vendors working with CJIS.
 - Bucher said CJIS will have to develop a solution for those departments.
 - Lovell said the number of police departments with participating RMS vendors is part of the process of selecting which court districts to integrate into CISS.
 - State's Attorney Kevin Kane said that when CJIS is evaluating the police departments in a district, it should also be in contact with DCJ and Judicial about the capabilities of the district from the court and DCJ's perspective.
 - Lovell said CJIS won't make the decision on the selection of the Gas. It will be a decision agreed upon by all of the participants.

- Russotto said the Norwalk-Stamford Court district might be a logical next GA to integrate. It has the right mix of people and technology from the Judicial and DCJ perspective.
- Executive Director Beg said it would also be an area with a number of larger police departments that would likely send a large number of arrest reports to CISS. He added that the need for staff to be physically present to assist police departments is a reason CJIS hopes to be able to hire someone from the shoreline area. It logistically make sense.
- **CISS Search and Connectivity**
 - Bucher said that of the 500 user who have access to CISS, about 100 of them are actively using the system. He said this may be the result of the work funneling to certain users in an agency.
 - Bucher said NexGen has started Level 2 development of its records management systems. Development team works on coding that will extend the capabilities of Level 1 to attach the full arrest paperwork to transmit to CISS. Level 1 only included the early arrest report. Completion is targeted for the end of October.
 - Accucom had its Level 2 kickoff recently, Bucher said. He also thanked everyone involved in completing the paperwork necessary for Accucom’s Level 2 work to begin.
 - Bucher said conversations are taking place with Central Square to reach an agreement with its subcontractor IMC for work in the Town of Brookfield.
 - In order to connect each police department to CISS, Bucher said both CJIS and the departments go through a number of steps.
 - CJIS staff to go the police department and meet with its command staff to give a presentation about CISS and help develop a project plan. Staff must then work with the department’s IT staff and the RMS vendor on configuration of the router and ability to transmit files to CISS. RMS vendors must then train police department staff on changes to its product. And CJIS must train police staff on how to use CISS.
 - Bucher said staff is very busy conducting multiple meetings with police departments and vendors and creating customized project plans to get each department connected to and using CISS.
 - Bucher said CJIS created custom project plans for 31 police departments. Of those, 19 departments have test users and 14 departments are submitting early arrest notifications.
 - Of the police departments CJIS is actively working with, Bucher said 9 have completed all of the tasks required to connect the department to CISS and have users in the system. Another 9 have completed all tasks but are waiting for the RMS vendor to train department staff and turn on the new software.
 - To fully deploy CISS to a police department, Bucher said, involves the three tasks he described. To complete connectivity for each law enforcement agency adds up to a total of 279 separate tasks. This is one of the reasons users are not being added to CISS more rapidly.
- **CISS Impact**
 - Bucher said CJIS started looking into who is using CISS. What was found is that CISS use is starting to be associated with specific job functions at some departments. The state has about 500 dispatchers providing information to about 8,000 law enforcement officers helping to improve officer safety.

- Bucher said the state has about 200 detectives. With immediate access to more and better information through CISS, detectives will be able to solve more cases faster.
 - Bucher said it's possible a police officer who has access to CISS hasn't used it in a while because the officer is asking a dispatcher or detective to look up the information. This creates a funneling effect of specific users being tasked with searching CISS as opposed to all registered users.
 - Lovell added that Judicial and DCJ receiving information through CISS are also indirect beneficiaries of CISS. They will be accessing information in their own content management systems, but those systems will be receiving information from CISS.
 - Prosecutors also may be doing searches in CISS, Lovell said, but their primary benefit will be from the electronic transmission of arrest paperwork.
 - Bucher said CJIS will put together a framework to capture information about the indirect benefits of CISS that can be reported to the Governing Board.
 - As far as system use, Bucher said users taking vacation impacted the number of searches taking place in June. Usage seems to be picking back up in July.
 - Bucher said that, not all individuals with CISS access are regularly using it, so CJIS did an anonymous survey of those in law enforcement who had not used CISS in more than one month. He said one surprising find was that 60% of those non-users consider themselves to be active users.
 - The survey respondents who reported not being active users were asked why they didn't use the system, Bucher said. Many responded that logging into CISS and staying logged in for long periods of time was difficult. Because CISS creates its own user accounts, remembering log-ins and passwords creates a problem. Bucher said adopting user's email addresses as their user name is being considered to make it easier.
 - Survey respondents were also asked if CISS provides usable information. Bucher said 90% responded that it does. He believes these relative non-users of CISS will still go back to the system if an opportunity arises where they need information the system can provide.
 - Lovell pointed out that this is without the DMV data that is believed to make CISS search more powerful, as well as MultiVue
- **New Agency Participants**
 - Bucher said CJIS is getting a lot of interest from other agencies like the Department of Consumer Protection, Department of Revenue Services, and Department of Social Services, which all have employees with arrest powers.
 - The Connecticut Sentencing Commission also asked to receive information from CISS, Bucher said. Reports from CISS could provide the commission with data and information for analytical purposes.
 - Additionally, Bucher said, State Marshals are another group looking to receiving CISS information to assist with their work.
 - Bucher said CJIS has a process when evaluating requests. CJIS looks through the statutes and writes a legal opinion about whether the individuals within an agency should be able to access information and then presents that opinion to the CJIS Legal Committee, which either agrees or disagrees with the opinion.

- After approval, Bucher said the next step of the process is to document all the security and GFIPM claims with the agency and ensure proper protocols are followed and standards are met.
- Lovell pointed out that the Sentencing Commission successfully lobbied for legislation to specifically ensure it gets information from CISS for a study it will conduct.
- Co-Chair Pelka said, which the presentation was informative and generated a lot of productive discussion, the meeting was running out of time and a large portion of the presentation remained.
- **CISS Scope Completion & Deployment Phase**
 - CJIS Program Manager Mark Tezaris said CISS needs to have a standards repository. This includes for the statutes users will access, as well as the form that will be used to submit information. This is something that can expand and grow as the system is rolled out and more users added.
 - Tezaris said CJIS and stakeholders have been able to identify various benefits that CISS will provide. One benefit will be police departments no longer needing an officer to physically drive reports to courthouses throughout the state saving, time, gas, and paper. Another key thing is that new legislation is being proposed by various agencies and commissions to retrieve information from CISS to meet their statutory requirements.
 - Tezaris said the work CJIS is doing with the creation of CISS is moving forward with the Governor's vision for digital government. CISS creates a central, community information hub and workflows that enable the creation of more digital government systems. Paper will never go away, but it can be dramatically reduced.
 - Case management systems are going digital throughout the criminal justice community and CISS provides the central means of exchanging information, Tezaris said. This also provides valuable data, which CISS validates. This makes clean, reliable data available throughout the criminal justice community.
 - Tezaris said that in order for CJIS to properly close out phase 1 of the CISS project with Conduent. This will be done via a high-level check-list that ensures all the requirements identified for the system are met.
- **CJIS Operational Support**
 - Tezaris said now that CISS will be deployed criminal justice users. The system is expected to become an integral part of many agencies operations.
 - In order for the system to be available to meet the needs of users, Tezaris said CJIS signed a contract with AIC to get operational support for the code it created to build CISS and resolve any issues that arise. A small down-payment on the contract has been made, but more funding will be needed to continue. CJIS is working with OPM to obtain the funding.
 - Additionally, Tezaris said, CJIS needs to hire more employees. CJIS has been talking about hiring new employees for two years, but has not had any success. One reason is because the positions are durational, only one year or less before the contract for the position expires. This is less attractive than a permanent position. Another factor is the low pay being offered. If changes aren't made, Tezaris said, two more years may go by without hiring the necessary employees.

- Co-Chair Pelka said he had discussed the issue that these positions are permanent but set up as durational. He asked if it is the way the letter to the employees is written.
 - Executive Director Beg said the positions are permanent in the sense that he can renew the position each year, however, the contract expires after one year and a new one must be drafted and signed. He said that is one hurdle that when hiring people, they are told the position expires in a year.
 - Co-Chair Pelka asked what reason he can bring to OPM to argue that the positions need to be state employees.
 - Executive Director Beg said cost is one of the problems. Tezaris said another problem is that contractors will leave for better-paying or permanent positions elsewhere. When contract employees leave, they take the experience they gained working on CISS with them. New hires then must be trained and brought up to speed on CISS and how it operates. Turnover hurts the CISS project and happens more frequently for these types of positions during a good economy. Permanent state employees have more of an incentive to stay in their positions.
 - Tezaris said another thing that would make the positions more attractive is for them to be 40-hour-per-week positions instead of 35. CJIS is working with human resources on these issues.
 - Additionally, he said, the project's IT managers (some of which are also durational) have not had a raise in five years. They also may leave and take historical project knowledge with them if a better-paying opportunity arises.
 - Tezaris said an MOU between DESPP and the CJIS Governing Board is being updated.
- **CISS Key Success Factors and Risks**
 - Tezaris said that in order to take all the steps necessary to complete rollout of the system, including working with individual police departments, GA districts, and agencies, CJIS needs funding. The \$8.9 million in requested bonding is still awaiting legislative approval.
 - Tezaris said CJIS staff had a good meeting with OPM Secretary Melissa McCaw to discuss the project.
 - While CJIS will receive funding from the existing inmate phone revenue, it is seeking other sources of funding. Also, CJIS did not receive the amount of general fund revenue requested.
 - Tezaris said that in addition to funding, operational support is key to the success of the project, as is the partnership with the stakeholders. "We all do this together."
 - As workflows are integrated into each agency, Tezaris said discoveries are made that impact their effectiveness. This may be missing information, missing endpoints, etc. He said part of the process is discovering issues and finding ways to make the electronic workflows perform as expected so they can replace paper processes.
 - CJIS will be tracking the benefits already expected from the project and what they really are. This information will be shared with board members.
 - Tezaris said as more users are added to CISS, CJIS would like to re-establish a user group to get feedback from all areas (technical, business, law enforcement) to determine what is working, what is not, what additional needs the community has that CISS could meet. This will shape the planned releases going forward.

- Tezaris said Governing Board support of the project is a critical component of success as CISS deployment moves forward.

- **CISS Financials**

- By the time Phase 1 of the project is completed, Tezaris said the project will have cost \$60,920,000.
- For Phase 2, Tezaris said the estimated cost is \$8.9 million, which is required for the project to move forward. If CJIS does not get the funding on time, he said, the project will come to a stop. That poses the risk of the project both losing employees and the momentum it now has.
- Tezaris said CJIS is working with OPM to obtain the necessary funding in a timely manner.
- In addition to moving forward, Tezaris said CJIS needs to maintain what has already been built. The operational budget is made up of money from the general fund of the state budget and the inmate phone revenue, for now. This is about \$7.8 million

- **CISS Risks**

- Tezaris said one of the risks to the project is the need to get more than 90% of arrest information into CISS. CJIS is working with the various record management system vendors that serve all of the state's law enforcement agencies. Getting them to modify their systems so information can be sent to CISS is crucial. Tezaris thanked Isales for her help with an MOU CJIS is working on with vendor IMC. He said he hopes to have that completed soon.
- Another risk is that stakeholder organizations and agencies don't have budgets for the technical work that is needed to connect them to CISS. Tezaris said CJIS employees have stepped in to help agencies connect to the system. This needs to continue for CISS deployment as planned. This is dependent on funding.
- Tezaris said one key aspect of the \$8.9 million in funding that CJIS requested for the project is receiving the money in time. Once Phase 1 is completed, he said CJIS can't simply tell the agencies seeking access to the system to wait. Additionally, consultants could be lost if the funding is not available to pay them. Even if the full amount is not received, Tezaris said CJIS needs to have at least a portion of the money around September.

IV. Comagine Project Health Report

- Toss Priest of Comagine Health, formerly Qualis Health, said he would give an overview of the latest CISS user survey. The company has conducted stakeholder surveys on the project for the last four years.
- When the Project Health Checks began in 2014, Priest said one of the underlying sentiments expressed was that the project was too big, too complicated, and involved too many agencies for it to come to fruition.
- The sentiment changed about three years ago, Priest said. Now people want to know when the latest release is coming. They want to know when they can get their people access to the system. He said people are "chomping at the bit" for the project to be done and to get access.

- Priest said people have never been more positive about the project. However, he said they also are exhausted because the project has taken so long and involved a tremendous amount of work. Additionally, work on CISS is work they have to do in addition to their regular jobs.
- Priest said it is also a good sign for the project how many people are attending the board meeting and asking questions after so many years.
- Many of the risks stakeholders are worried about are the same that were earlier listed by Tezaris, Priest said. Funding, having operational support, long-term funding to complete Phase 1 as well as what people hope to accomplish in Phase 2 are all concerns.
- Priest said less of an issue is standardization of the data and ensuring that work is not being duplicated. More detailed information is contained in the report.
- The overall health check score stayed the same, Priest said. Two areas where stakeholders lost confidence were operational support and search. Part of the low score in operational support, he said, is that he started the survey right after the system had been down, even though it was planned for the system to be down.
- Priest said another part of the low score on operational support also ties in to the drop in score on search. People feel like they need more training or re-training so they can better use the search functions.
- Priest said another area his company works in is conducting case studies of projects. The studies are about projects that were really difficult but ultimately successful, or those that should have been successful and failed. He said this project is on the path for a case study to show other states how so many different agencies were brought together to create CISS, or it would be an example of how a project could get so far along and close to completion only to fail due to a lack of funding.
- Priest said one of the recommendations in the report is that CJIS put together a cost-benefit analysis of the project. He said he is glad to see that it was part of today's presentation and that more of this kind of analysis needs to be done.
- At the end of September, Priest said he will begin conducting the next health check surveys.
- Co-Chair Pelka asked Priest if part of Comagine's review could be scoping out additional potential users for CISS.
- Priest said one of the things Comagine has been doing is adding different users to the survey. This is one of the ways the issue or re-training was brought up. He said if anyone knows of additional individuals Comagine should talk to, he would like to know.

V. Adjournment

- Executive Director Beg said the next CJIS Governing Board Meeting will be October 24.
- Co-Chair Pelka said he was grateful for all the people who attended the meeting and the active discussions that took place. He said the more people that can be brought in and commit to the project, the better the chances of CJIS achieving its goals.
- Co-Chair Pelka also thanked the CJIS team for its work on the presentation and moving the project forward.
- Executive Director Beg adjourned the meeting.

